

## CODY SUMNER

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7404 S. Riverchase Dr 📍



### OBJECTIVE

As a former collegiate football player, I am seeking challenging opportunities where I can fully use my passion and skills for the success of the organization. I am highly driven to consistently grow and learn everything I can in order to achieve all of my goals.

### SKILLS

Microsoft Server 2012/2016   Active Directory   Networking with Ubiquiti and Cisco   Office 365/Exchange  
Command line and Powershell   Remote/Virtual support   Ticketing Systems -AutoTask   Oracle/SQL  
Linux - Fedora and Ubuntu   Computer Hardware and Software   65 WPM   Spanish

### ACHIEVEMENTS & AWARDS

Comptia A+

MTA - Windows Server Administration

### EDUCATION

**Eastern Florida State College** 2016-2019  
A.S. in Computer Information Systems  
4.0 GPA

### EXPERIENCE

**Think Anew** 03/2019 - 04/2020  
Help Desk Support/Associate Engineer  
Managed call flow by providing Tier 1 and Tier 2 remote troubleshooting for end-users and worked alongside Tier 3 engineers when needed with Ubiquiti and Cisco Issues.

Modified and repaired computer hardware that would come to the office to be repaired or reimaged.

Managed account creations, password resets, and other account related issues with Active Directory, Office 365, PointClickCare, and American Healthtech

**Ferman Chevrolet of Tampa** 06/2018 - 02/2019  
Video Marketing Specialist  
Created the department with two other people and established it as a full time employment opportunity for future employees.

Managed projects and the team to ensure efficiency and top quality videos to post on the website, social media pages, and commercials.

Managed the social media pages for advertising and marketing purposes.

**Target** 10/2017 - 12/2017  
Target Tech  
Assisted customers with purchasing their new phone or helping to repair their existing ones.  
Showed older customers who aren't comfortable with technology the best options for their needs by providing technical support for their cell phones.

### REFERENCE

**Fitzgerald Blanchette - "Think Anew"**  
Help Desk Lead  
6019425099

**Zach Ladell - "Freelancer"**  
Graphic Designer  
3212056633